

e-Service
Frequently Asked Questions

Payment

What type of accounts can I make payments on?

Answer: Delinquent accounts being collected by the State of Michigan, Department of Treasury, Office of Collections. These include Delinquent Tax Debt, Driver Responsibility Fees, and other delinquent State Agency debts.

What will I need/ How does it work?

Answer: You will need your assigned account number from Treasury Collections, your checking or savings account number and the routing number of the financial institution that you will be using. Make sure the funds are currently available, although it could take 2-3 business days for the actual transfer. Select the “Make a Payment” option from the previous page.

Can I make payments on more than one account?

Answer: Yes, although you may only make one payment on one account per transaction. To make payments on multiple accounts, you will make a separate payment transaction for each account. Each payment will show separately on your bank statement, as well as having a separate confirmation number.

Can I make a payment for someone else?

Answer: Yes, provided you have the collections account number, a checking or saving account number and the financial institution routing number. In the Billing Address area, enter the information of the person/business that you are making the payment for.

When can I expect my payment to be debited from my bank account?

Answer: It can take 2-3 business days in order for the funds to be debited out of your account.

When will my payment post to my collections account? How far in advance of my due date do I have to make the on-line payment?

Answer: It may take up to 10 business days for the payment to post to your collections account. Although an e-Service payment will expedite the process, your payment should be made in advance to allow for timely posting.

Can I make more than one payment in a month?

Answer: Payments may be made as frequently as is convenient for you, however security measures do not allow you to make the same amount of payment from the same financial institution account within a 12 hour period. If an Installment Agreement has been approved on your account, the payments must add up to the minimum payment amount by the due date in order to avoid default of the agreement.

Can I make a payment using a debit or a credit card?

Answer: At this time, the only option for making payments on-line is through your checking or savings account. This is done by providing your account and routing numbers.

How do I view the payments that I have already made?

Answer: The e-service option does not currently allow for viewing payment history. Your confirmation page is a means to tracking your transactions.

Can I select a future date for my payment? Can I set this up to be taken automatically every month?

Answer: No. E-Service is a single transaction occurrence and cannot be set up for future dates or to be continuous. To use e-Service, you will need to access the site at the moment you want to make a payment

How do I modify or cancel my web pay request?

Answer: Once a payment has been confirmed, it may not be modified or cancelled. If you accidentally made a double payment (you pressed the submit button a second time prior to receiving a confirmation), please call Collection Information Services Unit at 517-636-6265.

Can I make my installment agreement payments on the web?

Answer: Yes, installment agreement payments may be made on-line. The full amount of the installment agreement payment must be made by the due date to avoid the agreement going into default.

Account Information

What is my collections account number and where can I locate it?

- Your account number is located on any correspondence received in reference to your collections account.
- Valid account number starts with F, FME, FTC, FTR, S, SCT.
- It may end with the letter S (Do not include dashes).

Can I make payments on more than one account?

Answer: You may only make one payment on one account per transaction. To make payments on multiple accounts, you will make a separate payment transaction for each account. Each payment will show separately on your bank statement, as well as having a separate confirmation number.

System/Security

What are the most common user errors when paying on-line?

Answer: The three most common errors are:

- Attempting to use an incorrect collections account number,
- Incorrect financial institution account number,
- Incorrect financial institution routing number.

What happens if my web pay request does not go through? Who do I contact if I'm having technical difficulties?

Answer: If you receive an error message, follow the directions given on that message. If you receive no response once you submit payment or are having other difficulties, Collection Information Services Unit at 517-636-5265.

What information will you store and who will you share it with?

Answer: The information that you provide is not stored. As a result, there is no information to share.

The system says my account number does not qualify for on-line web payment, why am I being referred to a call center?

Answer: In order for the system to take a payment, there are specific parameters that an account needs to meet. If it does not meet each of those parameters, the system will not attempt the transaction.

Is the information secure?

Answer: The web site and information is secure. Relayed information is encrypted and not visible to others.

Is my banking information saved for future visits?

Answer: No, your information is not stored; therefore each payment transaction will need to have the information manually entered.

General

What are the benefits of using web pay?

Answer: The e-service system is free of charge; there is no waiting in line at a field office; saves the cost of stamps and allows for faster processing.

Will I receive a receipt or confirmation number?

Answer: A confirmation page is provided at the end of your transaction. You may print this for your records. In addition, if you provide your email address when prompted, the confirmation page will be emailed to you.

What should I do if I don't get a confirmation number after submitting my payment?

Answer: If you receive no response once you submit payment, contact Collection Information Services Unit at 517-636-5265 to determine if a payment transaction has been entered on your account.

What does ACH mean?

Answer: Automated Clearing House (ACH). Electronic payments are made through the Automated Clearing House (ACH) Network. Using ACH payments can help reduce errors, speed things up, and save resources.

Can I use the e-Services features through my cellular telephone or other internet device?

Answer: Generally, any device that can access the internet will have full use of the e-services feature.

I have a driver's responsibility fee; can I take my confirmation page to the Secretary of State/Michigan Department of State (MDOS) to get my license reinstated?

Answer: No, your confirmation page will not be accepted by MDOS. MDOS will be notified of your payment once it posts to your collections account. This process may take up to 10 business days.

By what date do I need to make my payment in order to avoid penalty and/or interest for the following month?

Answer: It can take 10 business days for your payment to post to your account with our office. Penalty and/or interest will continue to accrue monthly until your balance is paid in full.

How soon after I make my on-line payment can my lien be released?

Answer: It may take up to 10 business days for the payment to post. Once posted, it can take up to 30 days for the lien to be released. If you paid your account in full and the lien has not released after 40 days from your on-line payment, you may contact the Special Procedures Unit at 517-636-5250.

If I am in bankruptcy, can I use the on-line option to make a payment?

Answer: No, the system will not allow you access for this payment option. Please contact our bankruptcy unit at 517-241-5002 for more information.

I've been assessed Corporate Officer Liability (COL), can I make a payment using this site?

Answer: No, we are unable to process COL payments utilizing this method.

Is there a fee for this service?

Answer: There is no fee to use this service.